



PROGRAM NEWS

This newsletter is updated periodically and is downloadable from <http://www.healthyfamilies.ca.gov>

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A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating health plans.

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
hfnnewsletter@maximus.com

Website
<http://www.healthyfamilies.ca.gov>

Help Applicants Avoid the Most Common Application Errors

No matter what your role, everyone involved in the Healthy Families Program has one goal in mind: to increase children's access to health care. According to a survey of our application processing staff, the number one cause for delays in the processing of Healthy Families applications is missing information. Information and/or documents that are missing most often include:

1. Supporting income documentation, such as a pay stub received within 45 days.
2. Signature of applicant at the end of the application and the plan selection page.
3. Payment of the first month's premium.

In addition, one of the most important things an applicant or Certified Application Assistant (CAA) can do is enter the information on the application as legibly as possible. If the information is not readable, it will take time to contact the applicant and confirm the information.

Other common errors include:

- Not clearly indicating who the applicant is when completing Section 1.
- Under questions 27 and 28, are the parents living in home? -Yes or No must be marked.
- When submitting an employer's

statement, the word "gross" should be clearly stated.

- When submitting a 1040 form as proof of income, pages 1 and 2 must be included as well as schedules C and F if they are self-employed.

- Pay stubs submitted must be dated within the last 45 days of the application receipt date.

- The Income section must be completed, including: source, frequency and gross amount.

- Frequency should be indicated as weekly, bimonthly, every two weeks, or monthly.

- If applying for an unborn child, the unborn child should be listed separately from child #1 and the unborn box should be checked.

- If an affidavit of income is submitted, make sure it has all the required information (see example provided on page 4).

Making sure that the application is complete and that all supporting material is included will go a long way toward ensuring that a family's application is processed in the least amount of time. The HFP provides assistance and basic eligibility information to Enrollment Entities (EEs) and CAAs through the EE/CAA Help Desk at 1-800-279- 5012 or via mail at ee-caaliaison@maximus.com.

First Meeting of the Health-e-App User Group

Many CAAs are well aware of the benefits of applying for the Healthy Families Program on-line and ideas about how Health-e-App (HeA) can be improved to make it even easier to apply. It is for this reason that the Health-e-App Users Group was formed. The Group will serve as a valuable communication tool for users to exchange information on HeA features and functionality and provide user feedback. The user perspective will assist the system administrators (MRMIB/MAXIMUS) and development team (One-e-App) as the system is fine-tuned to meet the needs of users and ensure the highest quality functioning of the system. Users will also have an opportunity to

learn from each other about their experiences and best practices for using HeA. The HeA

Users Group held its first meeting in Sacramento last month. Participants included 11 user representatives, Managed Risk Medical Insurance Board (MRMIB) representatives, MAXIMUS representatives, and One-e-App staff. The user representatives included CAAs who currently use HeA and those who have not used HeA.

In the meeting, participants listed the advantages of HeA over the paper application, which included:

- Simplicity and ease of use.
- Expedition of the application process.
- Error checking to reduce the number of mistakes.
- Real-time preliminary eligibility determination.
- Receipt of a DCN (Document Control Number) upon submission as proof that the application was successfully received by the Healthy Families Program.



In addition, participants generated a list of potential action items for discussion purposes. These included possible enhancements to HeA and a means of communicating results to the Group. In the coming months, these action items will be tracked to make HeA an even more effective tool for applying for Healthy Families and Medi-Cal for Families.



Health-e-App User Group Meeting September 2005.

Check your CAA Payment On-line

For your convenience, HFP has created an easy-to-use online system to provide you with details on each of your application assistance payments. Payment Status Reports will be made available to all Enrollment Entities (EEs) on a monthly basis through the Health-e-App website. To set up an account, contact the Health-e-App Help Desk at 1-866-861-3443. Staff are available to assist Monday

through Friday from 8:00 a.m. to 8:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m. (excluding holidays). In order to receive a paper copy of the monthly reports, each EE is required to fill out and mail a report request form to: Healthy Families: EE/CAA Liaisons, 625 Coolidge Dr., Suite 100, Folsom, CA. 95630. Forms are available on the CAA Resources section of

the Healthy Families Website at www.healthyfamilies.ca.gov.

Access to the
Health-e-App Website
www.healtheapp.net
Health-e-App Help Desk
1-866-861-3443

Changing Health, Dental or Vision Plans

Changing Plans Before Open Enrollment

Sometimes Healthy Families members need to change plans before Open Enrollment. An applicant can change (transfer) to a different plan before Open Enrollment for one of these reasons:

1. An applicant may ask to change to a different health, dental, or vision plan 3 months or less after a child joins Healthy Families. (Applicants may do this for any reason, but only once.)
2. An applicant may ask to change to a different health, dental or vision plan 30 days or less after starting in a new plan after Open Enrollment. (An applicant may do this for any reason, but only once.)
3. An applicant must change if the child moves out of the area served by the plan the applicant chose.
4. An applicant finds that they can't get along with the plan they chose, and MRMIB agrees that a change would be the best thing for everyone. (MRMIB is California's Managed Risk Medical Insurance Board.)

5. An applicant's plan is going to stop participating with the Healthy Families Program.

Changing Plans During Open Enrollment

Each year an applicant can choose new health and dental plans for your children during Open Enrollment. The Open Enrollment Period is from April 15 to May 31 every year. Changes made during the Open Enrollment Period are effective July 1 of the same year.

To begin the Open Enrollment Period, the Healthy Families Program will send the applicant a letter in early April, describing how to make changes during Open Enrollment.

All the children in a household must be in the same plans. Therefore, if you make a change, it affects all the children in your household.

Open Enrollment is different from the Annual Eligibility Review, which also happens once a year.

Helpful EE/CAA Resources

Help desk for EEs and CAAs

Healthy Families offers a help desk for Enrollment Entities and Certified Application Assistants who are interested in training or updating their registration information. The help desk also provides basic information regarding eligibility. If you wish to contact the EE/CAA Help Desk, please call 800-279-5012 between 8:30 a.m. and 5:00 p.m. or send an e-mail to ee-caalialison@maximus.com.

HFP Website -CAA Section

Important Healthy Families Program changes, newsletter archive, Health-e-App information, CAA reference manual, CAA tutorial refresher, citizenship and immigration information, ITP forms, CAA training, and EE reimbursement information can be found in the CAA

section of the HFP Website. The CAA section of the HFP website can be accessed at: www.healthyfamilies.ca.gov/English/caa/caa_ee.html

Health-e-App website

This site is dedicated to helping California's Enrollment Entities, Certified Application Assistants, eligibility workers, and counties use Health-e-App, the online application for Healthy Families and Medi-Cal for Children. The site can be accessed at: www.dhs.ca.gov/health-e-App/

Health-e-App Toll Free line

For technical support with Health-e-App, call the Health-e-App Help Desk, toll-free from 8:00a.m.-8:00 p.m., Monday-Friday (866) 861-3443.

Need Supplies of HFP Enrollment and Marketing Materials?

Please access the order form through the Medi-Cal website at www.dhs.ca.gov/mcs/medi-calhome/HFApp.htm.

How do I place an order?

There are three ways that you can place an order for materials. The options are on the order form:

1. By E-mail to

MCPUBS@DHS.CA.GOV

Use subject line: HFP and Medi-Cal Materials

2. By fax to (916) 552-9478

Use subject line: HFP and Medi-Cal Materials

3. By regular mail to

Use subject line: HFP and Medi-Cal Materials

1501 Capitol Avenue, MS 4600

P.O. Box 942732

Sacramento, CA 94234-7320

When will I receive my order?

You will receive your enrollment and training materials in 5 to 7 working days. Marketing Materials may take up to 5 weeks to receive.

Who do I contact about my order?

Email to MCPUBS@DHS.CA.GOV.

Finding it Difficult to Document Income?

Here are some tips...

Applicants can use affidavits to document their incomes when using the joint Healthy Families and Medi-Cal for Families mail-in application when they do not have any other acceptable income documentation. An affidavit must include the following information:

- The amount and frequency of income;
- A declaration that the family member cannot provide other documentation of his or her income at the time of application to the program. This declaration must also state that the information provided is true and correct to the best of the family member's knowledge and belief;
- An acknowledgement that the family member understands that information provided in the affidavit may be subject to verification by the State of California;
- Signature of the family member who is providing the affidavit and the date.

SAMPLE Letter of Affidavit

Applicant's Name

Address

Phone Number

Today's Date

Healthy Families/Medi-Cal for Families

P.O. Box 138005

Sacramento, CA 95813-9984

Dear Healthy Families and Medi-Cal for Families,

I am providing this affidavit to verify my income as I have no other income documentation available to me. I receive \$_____ (gross amount) and the frequency of pay is (weekly, every two weeks, twice a month, or monthly). I last received this amount on _____. My employer's name is _____ and their phone number is _____. I understand that this information is subject to verification by the State of California. I certify that the information presented in this letter is true and correct to the best of my knowledge and belief.

Sincerely,

Name and signature of person receiving income

SAMPLE Employer Letter

Name of Employer/Company

Name (of person writing letter)

Address

Telephone number

Today's Date

Healthy Families/Medi-Cal for Families

P.O. Box.138005

Sacramento, Ca 95813-9984

Dear Medi-Cal/Healthy Families:

I certify that (Name of applicant or father of the baby) is an employee of (company name). (Employee's name) **gross income** for this pay period is \$_____ and frequency of pay is (once a week, twice a monthly, every two weeks, once a month). A copy of the front and back of the most recent cancelled check from this company is attached for verification. This letter does not guarantee employment or wages.

I certify that the information presented in this letter is true and correct.

Sincerely,

Name

Job Title or Position

If a paystub showing the gross income for a period ending within 45 days of the date the program receives the application is not available, an applicant may submit a letter from their employer. The letter should be dated and written on the employer's letterhead, and should include the employee's name, business name, address, and phone number. It should also state the employee's current gross monthly income within 45 days of the date the program receives the document.

SAMPLE Profit and Loss Statement

Company Name _____

Company Address _____

Month 1 _____ Month 2 _____ Month 3 _____
Gross Receipts \$ _____ Gross Receipts \$ _____ Gross Receipts \$ _____

Business Expenses:	Business Expenses:	Business Expenses:
Car \$_____	Car \$_____	Car \$_____
Equipment \$_____ (+)	Equipment \$_____ (+)	Equipment \$_____ (+)
Advertising \$_____ (+)	Advertising \$_____ (+)	Advertising \$_____ (+)
Total Expenses \$_____ (=)	Total Expenses \$_____ (=)	Total Expenses \$_____ (=)

Total Income \$_____	Total Income \$_____	Total Income \$_____
Total Expenses \$_____ (-)	Total Expenses \$_____ (-)	Total Expenses \$_____ (-)
Net Profit/Loss \$_____ (=)	Net Profit/Loss \$_____ (=)	Net Profit/Loss \$_____ (=)

Net Profits:	December	\$ _____
	January	\$ _____ (+)
	February	\$ _____ (+)
Total Net Profit:		\$ _____ (=)
	Divide by	3
Monthly Net Profit:		\$ _____ (=)(use this number on the application)

Signature of Person Earning Income

Date _____

The information provided is true and correct to the best of my knowledge.

Family members who are self-employed and do not have any other form of income documentation can prepare a three-month profit and loss statement. The template provided on the left includes the information required for a profit and loss statement. When preparing the statement, please keep in mind that negative net profit is always counted as zero. Always use the LAST 3 COMPLETED months of financial information for the company. For questions related to income documentation, please call 1-800-279-5012 to talk with a CAA liaison.

Samples of the above income documentation are available on-line at:
www.healthyfamilies.ca.gov/English/download.html
 or in the on-line version of the CAA Reference Manual at
www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm

Ventura County

Health Outreach Program and Education (HOPE)

In Ventura County, families can go to one location for assistance with the application process for health care coverage and access to health care for their children up to age 19. Thanks to the administrative support of the Ventura County Public Health Department and the funding support from First 5 Ventura County, Ventura County children and teens have access to health care. Most residents are from the lower income areas of Oxnard, Ventura, and Santa Paula.

One of the biggest challenges or barriers to health and wellbeing is the inability to access health care due to lack of insurance coverage. This is particularly true of the low income, monolingual, and undocumented population in Ventura County. In an effort to address this problem, the Ventura County Public Health Department created the Health Outreach Program and Education Project (HOPE). Five years ago the HOPE project, with funding from First 5 Ventura County, undertook the responsibility of assisting parents in enrolling their children in one of the two health care coverage programs available in the county, Medi-Cal for Children and Healthy Families. The primary objective of the HOPE project is to increase the number of children with health insurance coverage so they can access medical and dental care. HOPE staff work with families of children from birth to five years of age and pregnant women to educate, screen for eligibility, refer, and assist with enrollment for health insurance coverage and related services. Related services include assistance with Healthy Families, Medi-Cal for Children, Medi-Cal



HOPE staff Rita Duarte-Weaver, Selfa Saucedo, and Ted Hernandez.

mail-in applications, AIM (Pregnancy-related insurance) and other insurance programs for which the client may be eligible. Furthermore, HOPE staff assists clients in trouble shooting problems, finds answers for parents regarding coverage, and educates them on the importance of preventative health care. In fact, with each and every telephone contact, staff incorporate the "prevention works" message. Staff also assist clients with the re-enrollment process. One of the biggest challenges that HOPE staff encounter when trying to enroll children in health care coverage is the misconception about "Public Charge" and immigration status. They often have to address the

issue of misinformation surrounding a client's immigration status and their ability to apply for Healthy Families/Medi-Cal for Children. Many clients don't apply for Healthy Families/Medi-Cal for Children for fear that they may be considered a "public charge" which in turn may affect their immigration status. This appears to be a consideration for a large portion of the population HOPE is trying to reach. This misconception is a significant barrier and a challenge. HOPE has undertaken an outreach campaign to correct misinformation and encourage more parents to apply for health and dental coverage for their children.

Applying for the Healthy Families Program? Check Here for Immigrant Status Guidelines

The U.S. Citizenship and Immigration Services (CIS) identifies the immigration status eligible for Healthy Families. To be an immigrant who is qualified for Healthy Families, a person must be one of the following:

1. An alien lawfully admitted for permanent residence.
2. An alien granted conditional entry.
3. An alien paroled into the U.S.
4. An alien with the right immigration status who (or whose child or parent) has been battered or subjected

to extreme cruelty in the U.S., who no longer lives with the batterer, and who needs benefits.

5. An alien granted asylum.
6. A refugee admitted to the U.S.
7. An alien whose deportation is being withheld (delayed) by order of an immigration judge.
8. An alien from Cuba or Haiti.
9. An alien who is an honorably discharged veteran.
10. The spouse or unmarried dependent or the unmarried surviving spouse of a veteran or

person on active duty in the military.

11. An Amerasian immigrant.

If the immigration documents showing proof for situations 1 through 4 above are dated within the last five years, but the legal date of entry was before that date, an applicant should also send a copy of the earlier document, which shows the date. If an applicant is eligible for Healthy Families but does

not have proof of entry which occurred before five years ago, they can still join Healthy Families.

Don't have your immigration papers yet?

An applicant may apply for Healthy Families before they have all the citizenship or immigration documents. They must send the documents to Healthy Families within two months. For more information, please call the HFP at 1-800-880-5305.

Contribute to the Healthy Families Program Newsletter

This newsletter is only as good and useful as the information we receive. If you have a story idea, correction, or concern about anything you read in this newsletter, please don't hesitate to contact us at: hfnewsletter@maximus.com. Please try to keep story submissions brief and related to the California Healthy Families or Medi-Cal for Children Programs.

Notice of Correction

From time to time, the newsletter will print something that needs a correction. If you spot a mistake that should be addressed, please contact:
hfnewsletter@maximus.com

When is the best time to call?

Applicants looking to receive the fastest access to the HFP Call Center (1-866-848-9166) should try calling during non-peak times:

Good.....Weekdays after 11:00 a.m.
Better.....Weekdays after 6:00 p.m.
Best.....Saturdays 8:00 a.m. to 5:00 p.m.



The Call Center is open:

Monday through Friday from 8:00 a.m. to 8:00 p.m.
Saturday from 8:00 a.m. to 5:00 p.m.

Important Reference Information

Must-Have Contact Numbers and Websites

Medi-Cal and Healthy Families (Single Point of Entry) Information Line

1-800-880-5305

Monday through Friday, 8:00 a.m. to 8:00 p.m.

Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Applicants may call this number to:

- Ask specific questions about joint mail-in applications
- Request an application or apply by phone
- Check the status of an application

Medi-Cal for Families and Healthy Families Outreach Information Line

1-888-747-1222 or email: HealthyFamilies@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.

Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Anyone may call this number to:

- Ask general questions about the Medi-Cal and Healthy Families Programs
- Request an application
- Find a CAA in their area

Healthy Families Membership Line

1-866-848-9166 or email: HealthyFamilies@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.

Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Healthy Families subscribers may call to:

- Ask questions about their Healthy Families coverage
- Report a change of address
- Report changes in family size
- Add a child to Healthy Families
- Register an AIM-linked infant

EE and CAA Help Desk Line

1-800-279-5012 or email: ee-caalialison@MAXIMUS.com

Monday through Friday, 8:30 a.m. and 5:00 p.m. (Closed weekends)

CAAs and others may call this number to:

- Find out about CAA training
- Update their registration information
- Ask basic questions regarding eligibility

Healthy Families Website

<http://www.healthyfamilies.ca.gov>

Anyone may use this website to:

- Research general questions about the Medi-Cal and Healthy Families Programs
- Download a copy of the joint application
- Find a CAA in their area

Health-e-App Help Desk

1-866-861-3443 or email: HFHeA@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.

Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Health-e-App Users may call to:

- Establish accounts (EEs may do this)
- Ask questions about HeA
- Report any problems using HeA
- Reset expired passwords

Access for Infants and Mothers (AIM) Website

1-800-443-2611 or <http://www.aim.ca.gov>

Anyone may use this website to:

- Research general questions about the AIM Program
- Download a copy of the AIM application

Welcome New Certified Application Assistants!

Amparo Pachas
Samantha Anderson
Isela Montano
Amy Lee
Blanca Magana
Norma Romero
Leslie Burke
Lidia Sirotko
Noemia Casillas
Walter Rountree
Jennifer Ammon
Katherine Arroyo
Amy Smith
Laura Crenshaw
Marina Cortez Hash
Rosyo Ramirez
Enna Gasca
Connie Liu
Maria Elena Sandoval
Phuong-Ngan Luong
Nora Zermeno
Maribel Landeros
Ingrid Texidor
Melody Boberg
Shanshan Liu
Diane Colon
Michelle Mather
Chelsi Qualls
Emily Warn
Heidi Paris
Maria Gomez
Jeanie Card
Nancy Hyzer
Linda Vinum
Bill Douglas
Nora Gribble-Smock
Alma Flores
Angie Lumley
Debra Thompson
Michele Simmons
Trudi Walsh
Oscar Miranda
Elida Acosta
Shannon Royster
Sonia Contreras
Joan Tempas
Erica Marissa Martinez
Terri Banuelos

Krystal Guzman
Alma Marquez
Monique Taylor
Lisa Ownby
Rosa Hernandez
Hilda Osorio
Nicole Canfield
Isaura Barron
Eugen Burachek
Jonathan Lu
Meka Francis
Raquel Quiroz
Khou Vang
Yara Lomeli-Loibl
Jamie Ziegenfuss
Karina Martinez
Julie Portillo
Marie Garcia
Teresa Mancera
Harriett Godoski
Cynthia McCreight
Rosalind Hoang
Renee Martinez
Dinora Ramirez
William Koier
Anne Hansen
Jason Valdecantos
Catherine Rizo
Christine Gannon
Ping Yi
Charisse Catambay
Cora Sandoval-Ordenez
Ascencion Labra
Nancy Williams
Jesus Guzman
Maribel Nevarez
Jacqueline Escobar
Charles Searer
Sandra Groom
Jessica Li
Jeannette Fierro
Ka Yang
Rita Leeseman
Janice Mills
Morgan Gray
Monica Angel
Rebecca Contreras
Arcelia Sencion

Lisette Rocha
Ssnadra Rosal
Karina Reyes
Magdalena Lopez
Monica Rico
Tracy Dong
Ravinder Singh
Araina Graciano

Melchor Juarez
Angelica Villalobos
Luis Baez
Luis Valdes
Kelly Olson de Valdes
Veronica Carbajal
Noel Nicholas
Mike Kohls

Welcome New Enrollment Entities!

Moorpark Simi Valley NFL
Boys & Girls Club of Simi Valley
Tems Pediatric Inc.
Alliance for Rural Community Health
Sequoia Foot Care Group
Clinica Medica Familiar de Santa Ana
Boyer Insurance
PC Insurance Agency, Inc.
Xiong Insurance Agency
Kathryn Edson
Pegasus Financial Group
K & J Consulting Inc.
Health Initiatives for Youth
Carlos Quilez
A Servant's Heart
Tu Le Insurance Agency
I-ADARP
Ming Zhou
Helena Insurance Services
Madison Insurance & Financial Services
Sam A. Oryol
Sunset Youth Services
Margaret Yip
Calistoga Family Center
Clifton Alexander